

Creative Kids Learning Academy and Day Care Center

“Loving God and Loving Children”

Parent Handbook



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Dear Families,

Thank you for choosing Creative Kids Learning Academy and Day Care Center to care for your children. We hope that this handbook will introduce you to our program and answer many of your questions.

Mission Statement:

“Here at C.K.L.A. we want to provide a great place for a child’s growth and development, while showing the love of God in a kid friendly, Christ-centered environment.”

Goals:

- To provide a secure setting for each child’s individual cognitive, social, spiritual, and physical development.
- To help each child possess a positive self-image and to be accepting of others.
- To give parents and teachers the opportunities to grow in their understanding of child development and work together to encourage each child to enjoy learning.
- To serve our community as a leader and role model in providing excellence in a child care program.
- To provide a *loving* ministry for our community, teachers, parents, and children.

ENROLLMENT

To properly enroll in our program a completed enrollment packet must be returned including proof of identity and immunizations. We encourage parents to include children in a tour of our facility prior to their start date which is given by appointment only. This will help your child with the transition to a new program.

We currently do not have an enrollment fee for first time enrollment. However; if your child's enrollment is terminated as a result of but not limited to, not giving CKLA appropriate notifications of absences, nonpayment, or two week expulsion; you will be charge a re-enrollment fee of \$25 for single child \$50 for multiple children in same household. Space is not guaranteed for re-enrollment and your child's spot will not be held.

TERMINATION POLICY

Care can only be terminated with two weeks' notice by the parent or guardian. CKLA reserves the right to immediately end care for nonpayment, failure to respect staff, teachers, director, supplies, the building and its grounds, behavior of the child, which is harmful to the physical or emotional well-being of the other children and/or staff, or failure to abide by CKLA Policies. If you terminate care without giving appropriate notice, you will be responsible for payment of the final two weeks of care, whether or not your child attends.

Your child may be discharged if:

- A problem continues which negatively affects other children in attendance at the center, such as but not limited to threats directed towards children, staff, or self.
- After three incident reports of negative behavior with no changes in behavior.
- There has been no payment for the previous week.
- Failure to meet Creative Kids Learning Academy and Day Care Center's policies.

DAYS and HOURS of OPERATION

Creative Kids Learning Academy and Day Care Center is open year round from 7:30 am to 6:00 pm. Monday through Friday. We will be closed certain holidays. You can find them in the VACATION and HOLIDAYS section of the Parent Handbook.

INCLEMENT WEATHER POLICY

We will follow the Bristol Virginia City School system in case of inclement weather. Please listen to the radio or watch your local weather.

VACATION and HOLIDAYS

All full-time children will be awarded a one-week "vacation" .Vacations must be used in one-week intervals. Vacations cannot be carried over to the next year. Please notify the Director in writing one week prior to your free

“vacation week”.

The center will be closed in observance of the following holidays:

New Year’s Day	Good Friday
Memorial Day	Independence Day
Labor Day	Thanksgiving Day and following Friday
Christmas Eve	Christmas Day

When a holiday falls on a Saturday, we will be closed the Friday beforehand. If a holiday falls on a Sunday, then we will be closed on the following Monday.

Tuition is not reduced for holidays.

ABSENTEE POLICY

In the event that your child is ill and needs to miss a day, please give us a call. Parents will be responsible for that day’s tuition. Parents agree to give two weeks’ notice before ending a contract at CKLA. If two weeks’ notice is not given, you will be billed and held responsible for two week’s tuition. Parents agree to pay the re-registration fee, \$25/single child and \$50/multiple children to hold a child’s position in the event of an extended leave due to illness, vacation, etc. if proper notice of two weeks is given. If proper notice is not given parents are responsible for full payment whether or not the child attends the center.

NOTE An extended leave qualifies as an absence from daycare greater than two weeks.

PICK-UP & DROP-OFF PROCEDURES

Parents are responsible for bringing their child into the building each morning. When doing so they must sign their child in and take them to their appropriate classroom. Parents must come into the building in the evening to sign out and pick up their child. ***Children may not be dropped off at the center from 11:00-2:30 due to the classrooms napping schedules, unless previously arranged. All persons wishing to pick up a child will be required to show proper identification.***

Parents will be responsible for putting their child’s belongings in their classroom & for taking them home. Children will have individual cubbies with their daily work and notes from the teacher/office. Please be sure to

check your child's cubby on a daily basis.

If the person picking up a child appears to be under the influence of alcohol or drugs, another authorized person will be called to pick-up both the child & adult. If there is a Court Order keeping one parent or guardian away from the child, CKLA must have a copy of the Court Order on file otherwise we cannot prevent the non-custodial parent from picking up the child.

SUPPLY POLICY

The following supplies are needed while your child attends CKLA:

Infants

- Diapers
- Wipes
- Bottles
- Formula/Breast Milk
- Change of clothes
- Ointment (Balmex, Aquafor, etc.)
- Infant food that is not supplied by CKLA
- Bulb syringe
- Sleep Sack or Swaddler (if you use one for your baby)
- Infant Feeding Schedule

Toddlers

- Diapers/Pull-ups/Training Pants
- Wipes
- Blanket for nap
- Kindergarten sleep mat
- Change of clothes
- Sunscreen

Preschool & Pre-K

- Blanket for nap
- Kindergarten sleep mat

- Change of clothes
- Tennis shoes for outdoor play
- Sunscreen

School - age

- Sunscreen
- Water bottle for field trips/park

*** Blankets will be sent home weekly for washing.

It is important that you label all of your child's belongings that come into the center. If supplies are not brought they will be purchased for you and charged to your account. CKLA has the right to terminate care if supplies are not made available. Notice will be sent home when your child's supplies are low. We ask that your child does not bring any personal items from home (toys, video games, trading cards, etc.) other than what is requested unless asked by the office or classroom teacher. CKLA is not responsible for any lost, stolen, or broken items. If such items are brought in they will be sent to the office and must be picked up by a parent.

HEALTH & ILLNESS POLICY

Under no circumstances is a sick child to attend CKLA. Children should be allowed to recover fully in the comfort of their own home. The other children in care are exposed to any disease your child may bring into the center. If you are unable to remain home with your child, it is your responsibility to make substitute childcare arrangements. Obviously, it is not possible to prevent the spread of all illness however minimizing exposure & providing good hygienic practices in the center & home are means by which we can limit the problem & the resulting inconvenience. Accordingly, for the benefit of all involved, the following policies will be strictly enforced.

Children who have exhibited ANY symptoms of infectious illness within the 24-hour period are likely to be contagious & should remain at home.

Examples of associated symptoms included, but are not limited to, fever of 100 °F measured orally or 101°F measured rectally, nausea or vomiting, diarrhea, sore throat, loss of voice, hacking or continuous coughing, yellow or green drainage from nose, drainage from eyes or ears, rash or head lice. CKLA reserves the right to determine whether a child should remain at home or is okay to stay or return to the center when illness is a consideration. A doctor's note with permission to return to daycare maybe requested. Parents of children who become ill during the day will be promptly notified & are expected to make arrangements for their child to be picked up immediately. The sick child will, if possible, be isolated from the other children in the center to minimize exposure. If the

parent/guardian cannot be reached, the person designated as the emergency contact will be notified.

It is the parent's responsibility to inform the director if their child has been diagnosed with a contagious illness so proper notifications can be made. Notices will be handed out to all parents informing them that their child has been exposed to a contagious illness/disease. For confidentiality reasons, the name of the child with the confirmed illness will not be released.

The following diseases will be reported to parents of all enrolled children in/out of attendance the reported day:

Chicken Pox (varicella), Conjunctivitis/Pink Eye, Head Lice, Influenza, Pin Worm (enterobiasis), Ring Worm (tinea dermatophytosis), Scabies (acariasis), Fifth Disease (human parvovirus), Rotovirus & Respiratory Syncytial Virus (RSV).

Common colds and allergies should not, unless causing the child to feel too uncomfortable, prohibit attendance.

It is our policy to have conditions that encourage cleanliness and good health practices among both staff and children.

Creative Kids Learning Academy and Day Care Center employees will follow the same guidelines for exclusion as stated for children. All staff is to report illness to the director to ensure proper notifications can be made.

Sickness and/or Symptoms	Sickness and/or Symptoms Free
Temperature of 100.4°F orally, or 99.4°F axillaries, or higher.	Free of fever for 24 hours without the aid of medication.
Temperature of 100.4°F orally, 101.4°F rectally or 99.4°F auxiliary or higher, plus one of the following: a) severe cold with yellow-green nasal discharge b) cough c) sore throat d) sneezing e) swollen glands, or f) skin rash other than mild diaper rash.	Free of fever for 24 hours <i>AND</i> Note is required from a physician or nurse practitioner stating that the child is not communicable.
Red, watery or draining eye(s).	All discharge has ceased.
Drainage from the ear(s).	All drainage from the ear(s) has ceased, OR note is required from a physician or nurse practitioner stating that the child is not communicable.
Lice.	After treatment, free of lice and nits.

Skin lesions, i.e., impetigo, ringworm, and scabies.	Skin sores are healed, OR note is required from a physician or nurse practitioner stating that the child is not communicable.
Vomiting.	Free of upset stomach and vomiting for 24 hours.
Diarrhea (2 or more loose, watery stools per day).	Diarrhea free for 24 hours.
Fainting or seizures or general signs of listlessness, weakness, drowsiness, flushed face, headache, or stiff neck.	Free of symptoms, OR note is required from a physician or nurse practitioner stating that the child is not communicable
Fever with any specific signs and symptoms of a communicable disease to which the child has been exposed.	Free of fever for 24 hours.
Any combination of symptoms for consecutive days of attendance.	Free of symptoms.

MEDICAL & FIRST AID POLICIES

Medications:

Creative Kids Learning Academy and Day Care Center staff will NOT administer any medications (prescription or non-prescription) to any child. With exceptions to diaper rash creams/ointments, teething gels and Epi-pen.

First Aid Kit

All first aid supplies are kept on site and stored in an area that can be locked at all times. The following first aid supplies are available at all times: fever thermometer, Band-Aids, sterile gauze pads, tape, and gloves.

EPI-PEN:

If your child has an allergy that may require the use of an Epi-pen, CKLA will require their own Epi-pen be kept on site which will be provided by the parent or guardian. If your child would require the use of the Epi-pen while in attendance the following steps will be taken:

1. The Epi-pen would be injected by a staff member.
2. 911 would be called after the Epi-pen is injected.
3. The parent or guardian would then be contacted and given further

information.

Allergies:

If your child has a food or environmental allergy CKLA will work with the family to develop an individualized action plan specific to your child's needs. This will be done at the time of enrollment or at the onset of a new allergy.

Latex Free Gloves:

Latex free gloves are worn by staff when administering first aid. Please inform the Director and indicate on your child's registration form if your child has a latex allergy.

CPR/First Aid:

At least one staff member who is CPR/First Aid certified must be on duty at all times.

IMMUNIZATION POLICY

Creative Kids Learning Academy and Day Care Center requires all children to have immunizations & a copy kept on file within 30 days of starting. Parents are responsible for providing an updated copy of child's immunization records each time they receive new shots. These maybe emailed to daycare@cfbristol.com.

DAILY PROGRAM

Each program we offer has an individualized daily schedule filled with age appropriate activities and daily routines. In the infant/toddler program the schedule is based on the particular needs of each child. Parents please work with the teacher to create a daily plan that will fulfill each child's nutritional, emotional, and physical requirements. For our Two's, Three's, and Four's programs the schedule is curriculum based. We are using Alpha and Omega curriculum which provides academics, arts and crafts and group setting materials. Time is also available for free play, meals, rest, and outdoor play.

VISTORS

Parents and other authorized family and friends are always welcome at Creative Kids Learning Academy and Day Care Center. We do encourage you to consider the children and their work and ask that you enter their classroom with quiet respect.

Appointments are at the Director's discretion.

MEALS

We ask all parents to provide a lite lunch for your child while public school is in session. Nutritious lunches which meet the guidelines of the Federal Government Food Program are prepared by the Southwest Culinary and Hospitality College of Bristol, VA. The CHOP program provides breakfast (during summer months), lunch and snacks. These lunches will be served daily around 3pm. During summer months lunches will be served at noon. This program is FREE and is not included in tuition rates. Birthday, holiday, or other special treats are permitted. Please check with your child's Head Teacher so you know how much to bring and what is an acceptable treat.

TUITION

Child Care rates are on a weekly basis. A breakdown of rates is as followed:

Infant	0 months – 24 months \$ 130* per week (* NO PART TIME POSITIONS)
Toddler	2 – 4 years \$100** per week ** Children that are not potty trained (meaning any child that wears a diaper or pull up) will be charged an additional \$10 a week.
After School	5 – 12 years \$50 per week \$80 per week Summer Program \$16 per day for Non-School Days

We do offer a multi child discount of 10% on Toddler's tuition only. Part time positions are only available in the Toddler class. In the event that your child is part time and that space is needed to make room for a child that needs full time you will be asked to go full time or forfeit your child's spot. This will be determined by the order of enrollment for part time children.

MONEY MATTERS ***BILLING & PAYMENTS***

Tuition fees are due each Monday for the week ahead. If payment is not fulfilled by Wednesday children may not attend for the remainder of the week or until payment is received. Tuition may be paid by cash, check, or money order. There is a NSF fee of \$25 charged on all returned checks. All tuition and fees will need to be taken care of immediately. Children will not be permitted to attend until all charges are taken care of and your

children's spot will not be held.

LATE CHECK OUT FEES

If a situation arises and you are late to pick up your child your account will be charged with a fee of \$5.00/15 minutes, per child. This fee is to accommodate our teachers and staff who must stay after hours with your child. This policy is strictly enforced. A late notice statement will be completed and added to the next billing week. The clock in the front office is our time clock.

SPECIAL EVENTS

Birthdays

Birthdays may be celebrated at the center. Please contact your child's teacher. The center can provide a list of birthday ideas regarding food. For health regulations, it is required that all food be store bought or made at the center. Food may not be prepared at home.

Holiday Celebrations

Holidays represent opportunities for young children to learn about the celebrations various cultures observe. Certain holidays are recognized in the preschool classrooms in ways that are consistent with the individual program's curriculum and the age of the children.

Examples include (but are not limited to) Halloween, Thanksgiving, Hanukkah, Christmas, and Easter. The center staff, however, recognizes, understands, and values other holidays which reflect the cultural diversity represented among our families. Teachers encourage all parents to propose the observance of additional holidays that reflect their family background and traditions. Such celebrations represent unique opportunities for children to experience and understand various cultural heritages.

FIRE DRILLS

Emergency fire drills are held monthly to acquaint your child with evacuation procedures. This may make quite an impression on your child the first time a drill is held, but your child will soon become accustomed to it and know just what to do. During fire drills all children and staff will exit the building and go to our "safe spot". Our "safe spot" is located on the upper end of our parking lot in behind the hair salon. This location was decided up on to ensure that all children and staff are safe when emergency personal enter the premises. Our center is equipped with a fire alarm system and fire extinguishers are placed throughout the building. The Fire Marshall Inspection Certificate is located in the front office.

ACCIDENT or INCIDENT REPORTS

Our staff takes every effort to ensure the safety of your child. Unfortunately accidents do occur. In the case of an accident, a form will be filled out and be retained for your child's folder. The same is used for any incident that the staff feels is important to document. A parent's signature is required on these forms and a copy is available to you.

DISCIPLINE POLICY

Creative Kids Learning Academy and Day Care Center has the right to terminate a contract without notice in the case of harm to other children and/or staff, or a dangerous situation due to an action that the child has caused intentionally or otherwise.

No child will be hit, spanked, belittled, or otherwise intimidated at Creative Kids Learning Academy and Day Care Center - even with parent permission. NO corporal punishment will be used. Children will be treated with courtesy, respect, & patience. Guidance will be according to age & level of understanding. Younger children, babies, & toddlers, will be redirected to another activity. If redirection is unsuccessful a time out of 1 minute per year of the child's age will be given. Older children will be given time-outs depending on the severity of the offense (almost always 1 minute per year of age, never to be more than 15 minutes). Parents will be informed of any behavioral problems and/or incidents. If a child displays persistent behavior problems, a parent-teacher conference will be requested to try to resolve the problem/issue at hand.

AT NO TIME WILL A CHILD BE SUBJECTED TO PHYSICAL PUNISHMENT, SHAMING, FRIGHTENING OR HUMILIATING METHODS. NO TYPE OF VERBAL ABUSE, THREATS, DEROGATORY REMARKS, OR DEPRIVATION OF A MEAL OR ANY PART OF A MEAL, INCLUDING SNACK, WILL BE USED TO DISCIPLINE. NO CHILD WILL EVER BE PUNISHED FOR TOILET ACCIDENTS.

CREATIVE KIDS LEARNING ACADEMY & DAY CARE CENTER RULES

1. No hitting, biting, pinching, throwing, pushing, hair pulling, or otherwise hurting ourselves or others.
2. No intentionally breaking anything.
3. No running, jumping, wrestling, climbing, etc. inside the center unless in designated areas.
4. Children may not pick up other children.
5. No leaving the center or playground without permission of a staff member. No children are allowed outside alone without adult supervision, even when a parent is here unless the child has already been checked out for the day.
6. No name-calling, yelling, foul language, teasing or bullying. Everyone

deserves to be treated with respect.

7. All food & drink will remain in the designated areas of the center/classrooms.

Absolutely no gum chewing allowed by the children!!

PARENT INVOLVEMENT PROGRAM

Parents have many opportunities to become involved at the day care center. The variety of involvement options allows single-parent families and working parents to participate even when they are unable to spend time at the center. Our parent involvement activities are fun and informative. Parents are not required but are encouraged to participate in a minimum of 6 clock hours each semester, excluding summer. There are a variety of ways for you to participate in your child's care and education.

The following are some examples:

1. Workdays - clean up, painting, and maintenance of the school.
2. Fundraisers – garage sales, bake sales, carnival, etc.
Examples: Fundraising, enrollment and recruitment, and social gatherings. One fundraiser will be scheduled each quarter
3. Work on projects at home for the school – repairing books, cutting out art activities, making flannel stories, sewing, etc.
4. Attending parent workshops given by the center.
5. Assisting on field trips with the children.
6. Requested materials for the school. Please check with your child's teachers for needed materials.

Your ideas are appreciated.

TRANSPORTATION/FIELD TRIPS

We do not provide transportation to and from day care. For special field trips, transportation may be arranged. Parents will be notified prior to any field trips. Parental permission is required before children may be transported on a field trip. Parents may be requested to join a field trip event. Please watch for special event information.

DIRECTOR CONTACT INFORMATION

Appointments are not necessary, however, they are encouraged.

Monday thru Friday from 10:00a.m. to 6p.m.
Kelly Ball, Director
109 Gate City Hwy
Bristol, VA 24201
276-669-0473
daycare@cfbristol.com
www.cfbristol.com Click on the daycare link.



ACKNOWLEDGEMENT of CKLA and DAY CARE CENTER POLICIES

To ensure that you, the parent/guardian, have read & agree to the Policies of Creative Kids Learning Academy and Day Care Center you must complete, initial, sign, & return the following form to the office at the time of enrollment. A copy for your records will be made available upon request.

- I have received and read the CKLA Policy and agree with its terms. I will contact the director immediately with any questions or concerns.
_____ (Please Initial)

- I have received and read the CKLA Transportation Policy and agree with its terms. I will contact the director immediately with any questions or concerns. _____ (Please Initial)
- I have received and read the CKLA Health/Illness/Exclusion Policies and agree with its terms. I will contact the director immediately with any questions or concerns. _____ (Please Initial)
- I have received and read the CKLA Payment Policy and agree with its terms. I will contact the director immediately with any questions or concerns. _____ (Please Initial)
- I have received and read the CKLA Medication/Immunization/Allergy Policies and agree with its terms. I will contact the director immediately with any questions or concerns. _____ (Please Initial)
- I have received and read the CKLA Enrollment/Termination Policy and agree with its terms. I will contact the director immediately with any questions or concerns. _____ (Please Initial)
- I have received and read the CKLA Discipline Policy and agree with its terms. I will contact the director immediately with any questions or concerns. _____ (Please Initial)
- I have received and read the CKLA Inclement Weather/Emergency Policy and agree with its terms. I will contact the director immediately with any questions or concerns. _____ (Please Initial)

I/We, _____ and _____ have read and understand all Policies & Guidelines of Creative Kids Learning Academy and Day Care Center.

I/We agree to abide by all policies stated in the Parent Handbook. I/We understand that we will be notified, in writing, of any changes in these policies.

Any complaints, concerns, or grievances against Creative Kids Learning Academy and Day Care Center will be made in writing and/or telephone call and will be followed up in a timely manner.

I/We also understand that any breach of policies & contracts may be grounds to terminate childcare. A two week notice will be given in such circumstances unless the infraction is severe enough to warrant termination without notice.

This arrangement will come into effect on

*Please complete this form and turn into the office at time of enrollment.

Parent/Guardian Signature & Date

Parent/Guardian Signature & Date

Childcare Provider
Creative Kids Learning Academy and Day Care Center
Director's Signature & Date

